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Secretary

## **MAINTENANCE RATING PROGRAM**

### **PURPOSE:**

To provide a uniform evaluation system for maintenance features on the State Highway System. The information contained in the Maintenance Rating Program Handbook defines a method of conducting a visual and mechanical evaluation of routine highway maintenance conditions.

### **AUTHORITY:**

Sections 334.048, 334.035 and 336.045, Florida Statutes.

### **SCOPE:**

This procedure and referenced handbook are primarily for use by maintenance personnel responsible for conducting the Maintenance Rating Program (MRP).

## **1. COLLECTING AND MAINTAINING DATA**

- 1.1** The District Maintenance Engineer, or his designee, is responsible for ensuring the District Maintenance Rating Program is maintained in a timely, accurate and safe manner as defined in this procedure and the accompanying ***Maintenance Rating Program (MPR) Handbook***.
- 1.2** The State Maintenance Office will produce and distribute the random samples each period and the resulting period and annual reports. There will be three rating periods each fiscal year beginning July 1. The duration of each period will be four months. MRP samples will be distributed during each period, commensurate with the number of samples to be evaluated.
- 1.3** The following requirements must be adhered to in collecting and maintaining related data.
  - 1.3.1** All period sample points generated by the random sample program are to be

evaluated unless the point location is under construction. The number of points to be evaluated is 30 per facility type or a minimum of 3 per available mile. Deletion of other sample point evaluations shall be approved by the State Maintenance Office.

- 1.3.2 Each team responsible for collecting MRP data shall be composed of two persons. Their primary responsibility shall be the accurate, timely collection and electronic entry of data as outlined in the ***MRP Handbook***.
- 1.3.3 The field surveys and data entry shall be completed by the last day of each rating period.
- 1.3.4 Each team shall notify the State Maintenance Office by e-mail or memo when the district MRP survey and data entry has been completed for each period.

## 2. MAINTENANCE RATING HANDBOOK

The ***Maintenance Rating Program Handbook*** is produced and made available by the State Maintenance Office. The handbook provides the detailed information required for uniform and accurate data collection.

- 2.1 Periodic revisions to this handbook may be required to improve rating consistency, incorporate changes to department standards or procedures, safety considerations and/or public expectations.
- 2.2 The Maintenance Rating Program Task Force, composed of one person from each district, will review the handbook for needed revisions annually. Final revisions will be the responsibility of the State Maintenance Office and will be issued as needed.
- 2.3 Additional copies of the handbook may be obtained from the Maps and Publications Sales Office, 605 Suwannee Street, Mail Station 12, Tallahassee, Florida 32399-0450, telephone (904) 414-4050, or Suncom 994-4050.

## 3. QUALITY ASSESSMENT

A yearly Quality Assessment Review (QAR) will be conducted for each MRP team by a QAR team which will consist of the MRP Engineer from the State Maintenance Office and the MRP Team Supervisor. If deemed necessary by the State Maintenance Office, a QAR review may be conducted more than once a year.

- 3.1 The QAR team shall work with the MRP team to allow the MRP team to continue

their routine schedule. The QAR team shall rate each sample at the same time, but independently of the District team. The number of samples will vary by facility type, but shall be a minimum total of ten. The review of each sample will be conducted at day and night. Along with the evaluation of the samples, the QAR team will observe the MRP team for compliance with published safety and MRP procedures.

- 3.2** At the end of the evaluation, the QAR team will review data with the District team in order to determine if the District team is evaluating characteristics in a consistent manner, and to review differences in QAR data. No changes, however, shall be made to sample data for QAR purposes.
- 3.3** A plus/minus three points difference in ratings generated by MRP reports will be considered acceptable. Up to a five percent difference in total characteristics evaluated and up to a five percent difference in yes/no will also be acceptable. If differences in ratings are found to be unacceptable, the MRP team shall develop a written corrective action plan for the areas showing inconsistency, and forward a copy of the plan to the District Maintenance Engineer and the State Maintenance Office. A follow up MRP review by the MRP team is required to show compliance.

#### **4. QUALITY CONTROL**

The District Office shall conduct a minimum of one Quality Control check per year. Methodology shall conform to requirements of the Quality Assessment. Quality Assessment reviews will determine if Quality Control is in place and will evaluate and report its effectiveness.

#### **5. TRAINING**

Yearly training that targets any revisions will be provided by the Maintenance Rating Program Task Force and State Maintenance Office to appropriate district personnel. Additional training will be provided by the State Maintenance Office as needed.

#### **6. FORMS**

No forms required.